

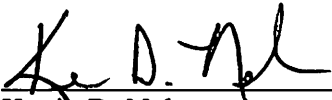
MEMORANDUM OF UNDERSTANDING

VSR Quality Review Checklist

The following constitutes an agreement between the Department of Veterans Affairs, Veterans Benefits Administration (VBA) and the American Federation of Government Employees (AFGE), AFL-CIO National VA Council (NVAC) #53, (Union) regarding the VSR Quality Review Checklist.

1. The new VSR quality checklist is task based. There are 11 questions on the checklist: 5 development specific questions, 5 award specific questions and 1 system compliance questions. All questions will count for quality purposes. If a specific question has more than 1 error description wrong, only 1 critical error will be called per question. Cascading of errors will not be allowed and the same error will not be called under more than 1 specific question.
2. If a deficiency is found and it does not specifically fit into one of the specific questions or error descriptions, the deficiency will be recorded as a non-critical error (a comment), and will not count against the employee. Guidance on error types will be placed in the M21-4 manual.
3. Only cases identified by random generator will have individual quality reviews completed. Any other type of review done, for example, but not limited to: In Process Reviews, reviews of trainees returning from formal training, and 100 percent reviews, will not count towards the quality element of an employee's performance standard.
4. Once the random generator identifies a distinct transaction, only that distinct transaction and the individual transactions completed or those that should have been completed will be reviewed. All tasks completed or those that should have been completed on the particular identified distinct transaction will be subject to review for quality purposes. Any other errors found during the quality review will be addressed as comments.
5. All affected employees – to include VSRs, AQRSSs, and their supervisors – will be provided extensive training on the new checklist. No employee will have leave cancelled or denied due to this training. Employees will be on deductible time for this training. This training will be recorded in TMS. The local union will be invited to these trainings. Any questions not answered during these training sessions will be forwarded to the employee's respective QRT Coach, and the QRT Coaches will forward them to Compensation Service for clarification. These questions and answers will be provided to the Mid-Term Bargaining Committee upon request.
6. Management agrees to meet its bargaining obligations regarding changes to or utilization of the quality review checklist.

7. Management will not hold employees accountable for factors or extenuating circumstances which affect performance that are beyond the employees' control in compliance with Article 27.
8. If after implementation either party is made aware of issues that may adversely affect employees, both parties agree to discuss the issues and work to mutually resolve the issues for the employees. Should discussions not resolve the issues; the parties will implement the negotiating process.
9. Management shall provide a copy of this MOU to the local president and/or designee at each AFGE local within 10 days of the date this MOU is signed.



Kevin D. Nelson
for the Agency



Paul Fleming
for AFGE/NVAC

04/06/17
Date